



HAMPTON ROADS TRANSIT

Hampton Roads Transit Advisory Committee for Persons with Disabilities

REGULAR MEETING AGENDA

Virtual Meeting

2nd Floor Board Room

509 East 18th Street, Norfolk, Va.

Virtual Attendees via Zoom

Wednesday, June 8, 2022

Work Session – Noon to 1:00

1:00 PM – 3:00 PM

Webinar Etiquette

- ☑ Use headsets to improve audio clarity
- ☑ Remember to use your telephone OR computer for audio – not both
- ☑ When joining the call by phone, press # without stating your name, especially if meeting has already begun
- ☑ Refrain from placing the call “on hold”; instead, turn on “Mute”
- ☑ Mute your phone/computer mic until you are speaking, then state your name before you begin
- ☑ Be aware that in video-enabled meetings you are always visible to all participants
- ☑ The virtual meetings will be recorded by the Host

Please note that prior to the start of the official meeting, there will be a reading of the 04/13/2022 minutes for anyone needing to hear them from 12:30 PM – 1:00PM.

- 1. Call to order – Welcome, introductions, and virtual guidelines**
- 2. Approval of April Minutes**
- 3. Public Comment**
- 4. Chairman’s Report – Mr. Brian Trickler**

5. Nomination Committee – Ms. Janice Taylor

Election of new committee officers: Chair & Vice-Chair

6. Via Service Updates

7. Subcommittees' Reports

- **Service Quality – Ms. Linda Gurley**
- **Policy – Mr. Travis Webb**
- **Membership – Mr. Paul Atkinson Jr.**
- **Training – Ms. Patricia Brown**
- **Outreach – Ms. Janice Taylor**

8. Paratransit Operations & Certifications Reports

9. Old Business

10. New Business

The next Paratransit Advisory Committee Meeting is scheduled to be held on Wednesday, August 10, 2022, at 1:00 PM. Our next meeting is currently scheduled for HRT's Second Floor Board Room at 3400 Victoria Blvd, Hampton and/or virtual format.

(Actual location and format are subject to change)

Adjournment



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Paratransit Advisory Committee

April 13, 2022

1:00 PM – 3:00 PM

Meeting Minutes

Call to Order.

Committee Chair, Brian Tricker called the meeting to order at 1:05 pm and introductions were made.

Committee Members in Attendance

Brian Trickler – Chair, Provider, Virginia Beach
Paul Atkinson, Jr. – Vice-Chair, Provider, Chesapeake
Mary Mathena – Consumer, Virginia Beach
Janice Taylor – Consumer, Virginia Beach
Travis Webb – Provider, Norfolk
Alicia Griffin – Consumer, Newport News
Saundra Hunter – Consumer, Portsmouth
Joann Mancuso – Provider, Extra member
Keith Ferguson – Consumer, Extra member
Deloris Haywood – Consumer, Portsmouth
Denise Wilkins - Consumer, Hampton
Catherine Tyler-Northan – Provider, Newport News
Rene Rodgers – Consumer, Norfolk
Troy Bowser – Consumer, Newport News

Others in Attendance

Keith Johnson – HRT
Ina Kreps – Former Committee Chair, Portsmouth Consumer
Cheryl Watson -HRT
Trevor Hunter – Coastal Cab
Michael Ortiz – VIA
Tess Gebretensai - VIA
Yesenia Covarrubias – VIA
Courtney Allred - VIA
Kyle Snyder – VIA
Jeff Raliski -HRTPO
Brian Kerrigan -VIA
Jason Inge - SSSEV
Linda Wheeler – Common Courtesy
Abel Tejeda- VIA

Approval of Minutes

- Brian Tricker announced the minutes were read prior to the meeting by Paul Atkinson Jr. Keith Johnson stated Janice Taylor will present her modifications that will become part of the packet. Motion to approve was made and seconded by Mary Mathena with corrections.



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Public Comment

- No public comments discussed

• **Chairman's Report by Brian Tricker**

- Brian Tricker stated in the subcommittee report prior to the meeting that VIA had concluded training to use the app. Mr. Tricker noted that the efforts made by VIA for improvement of the rider services that changes, and efforts made by VIA has continued to improve. In terms of membership Mr. Tricker stated some positions on the committee are becoming available, encouraging other members interested to participate. Mr. Tricker commended Janice Taylor on her efforts related to outreach. Ms. Taylor was recognized for her efforts regarding the legislative process at the previous commission meeting, letters have been sent to Congressman Bobby Scott, Senator Tim Kayne and Mark Warner regarding the budget to purchase and upgrade paratransit vehicles. Mr. Johnson added the letters are related to earmarked grant funding to purchase additional vehicles expanding the fleet and replacing vehicles. Mr. Johnson appreciates the support of all the Advisory Committee, Eggleston Services, Insite Enterprises, League of Women Voters.
- Mary Mathena asked if we will have electric vehicles moving forward. Mr. Johnson stated they would not be in this proposal the electric vehicles do not provide the range for the distance to travel.
- Travis Webb stated the lift on paratransit vehicles the flap was broke and the some of the lifts were not straight and he could have fallen off. Mr. Johnson asked for a date so he could view the report to make sure the vehicle was repaired. Mr. Webb stated he did not report the incident.
- Mr. Keith Ferguson stated the service has improved over the last few months; he mentioned a situation where he was told the driver would be over 4 hours late. Mr. Johnson stated that was out of line and he would look into the situation because never should happen. Michael Ortiz said he will investigate directly after the meeting. Mr. Ferguson has had experiences where more than one vehicle has arrived for pick up. Mr. Tricker added that these incidents are very important to report. Mr. Johnson added incident as such should be investigated immediately by emailing him.

• **VIA Service Update**

- Michael Ortiz discussed the performance for February and March increases of demand hiring drivers included in the meeting package
- Kyle Snyder discussed Service Updates, Tech Improvements and Rider Experience and updates as included in the meeting package.
- Brian Kerrigan answered Travis Webb question why the times change on the app. Mr. Kerrigan explained that the app will show a projection of time as changes are made to a trip the app ETA will fluctuate. Mr. Kerrigan discussed coordinating with PAC members to set up date and time for sessions with the broader public. Mr. Kerrigan discussed the free rides for all clients on Earth Day.



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Subcommittee Reports

• **Service Quality- Linda Gurley**

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- Mr. Keith Ferguson stated the service has improved over the last few months; he mentioned a situation where he was told the driver would be over 4 hours late. Mr. Johnson stated that was out of line and he would look into the situation because never should happen. Michael Ortiz said he will investigate directly after the meeting. Mr. Ferguson has had experiences where more than one vehicle has arrived for pick up. Mr. Tricker added that these incidents are very important to report. Mr. Johnson added incident as such should be investigated immediately by emailing him.
- Alicia Griffin stated on the previous Sunday she had a scheduled pick-up window beginning at 2:05 PM after 20 min had passed Ms. Griffin called reservations and the representative said her ride would arrive at 4:35 PM. Ms. Griffin said she was asked if she could get alternate transportation because we cannot schedule an earlier trip. Mr. Johnson said that they should never have ask if you have alternate transportation. Mr. Johnson said there is a no strand policy no one will be left behind it may be later after your pickup window, but we will not leave a client stranded. Ms. Griffin said she was told they do not have anyone to her up. Mr. Johnson said they will pull the audio calls and investigate. Ms. Griffin stated the call center employees needs to show a higher level of empathy toward the disabled community.
- Mr. Webb asked if they are late after the window will there be a penalty. Mr. Johnson stated if someone is picked up after the window there is not penalty to the client only to the provider of service.

• **Policy – Travis Webb**

- Mr. Webb mentioned that a driver did not exit the vehicle for other clients pick up. Ms. Taylor stated the drivers are not exiting the vehicle upon arrival.
Mr. Johnson stated the policy on mask mandates was due to expire but has been extended to May 3rd. Mr. Webb stated that Richmond Paratransit is fare free and asked why Hampton Roads Paratransit is not fare free, Mr. Johnsons stated that Richmond has chosen to go fare free until 2025. Ms. Taylor stated HRT's funds were allotted differently than Richmond which wouldn't allow free fare for Hampton Roads.

• **Membership-Paul Atkinson**

- Paul Atkinson Jr. stated 4 openings currently total, 2 for consumer for Chesapeake, 1 for Provider Hampton, 1 TDCHR Liaison.

• **Outreach -Janice Taylor**



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- Ms. Taylor stated the Senate Bill 978 which was a tax that was defeated and thanking all that participated. The amount of funds was reduced although there are some funds being taken from HRT. Ms. Taylor stated the People to People had a series on March 31, 2022, which was the challenges on transportation that Ms. Taylor is on the panel. The next series will take place on April 25, 2022, Ms. Taylor encourages more participants to serve on the panel.
Ms. Taylor asked why we do not use Coastal Cab if we do not have enough vehicles in paratransit fleet.
- Michael Ortiz stated cannot guarantee they will pick someone up, so rides are moved around to insure no one is left stranded using the TNC's and the vehicles they have in the fleet.
- Kyle Snyder added they will contact the Cab company however they cannot always honor the request due to a small amount of wheelchair accessible vehicles. Trever Hunter with Coastal Cab stated they have 18 to 20 wheelchair accessible vehicles that they cannot always dedicate to Paratransit, but they can do more ambulatory trips. It was discussed there are 84 independent drivers on the roster and 52 active.
- **Paratransit Operations Report – Keith Johnson**
 - Mr. Keith Johnson gave the Paratransit Operations Report enclosed in the meeting package.
- **Old Business –**
 - No old business to discuss
- **New Business-**
 - Keith Johnson stated we will be reinstating the appeal panel process.
 - Motion to adjourn was made and properly seconded, meeting adjourned at 2:34 pm. The next paratransit meeting will be Wednesday June 8th, 2022. location 509 E 18th St. Bldg 4 Boardroom 2nd floor. Participants will have the option to attend virtually.

Submitted by Cheryl Watson
Paratransit Administrative Coordinator



Hampton Roads Transit

PAC meeting

June 8, 2022

Agenda for today's discussion

- **Service Updates**
- **Rider App Updates**
- **Rider Surveys and Engagement**



Overall Performance April + May

54k+

Trips completed in April and May

Over **20% increase** in completed trips compared to the same period last year

89/94%

Pickup/Dropoff On-Time-Performance

OTP continues to be **strong** as demand continues to be volatile and in challenging driver labor market

25 min

Average trip duration

Average trip duration remains in line with average over the same period last year

88

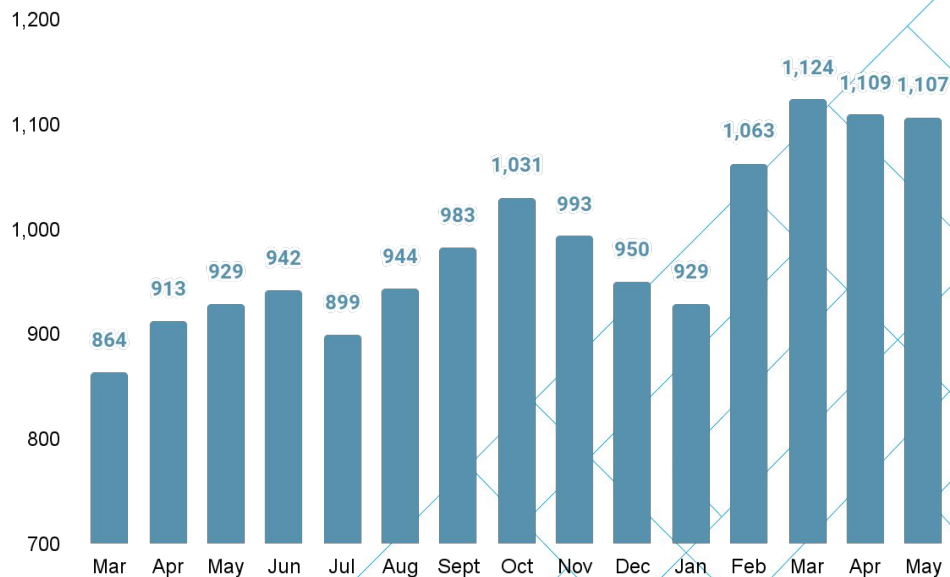
Vehicles operating at peak

A **16% increase** over the same period last year. Higher supply has allowed us to serve more rider and **maintain high quality of service.**

Ridership continues to fluctuate based on COVID and seasonality, while we continue to provide high on-time performance

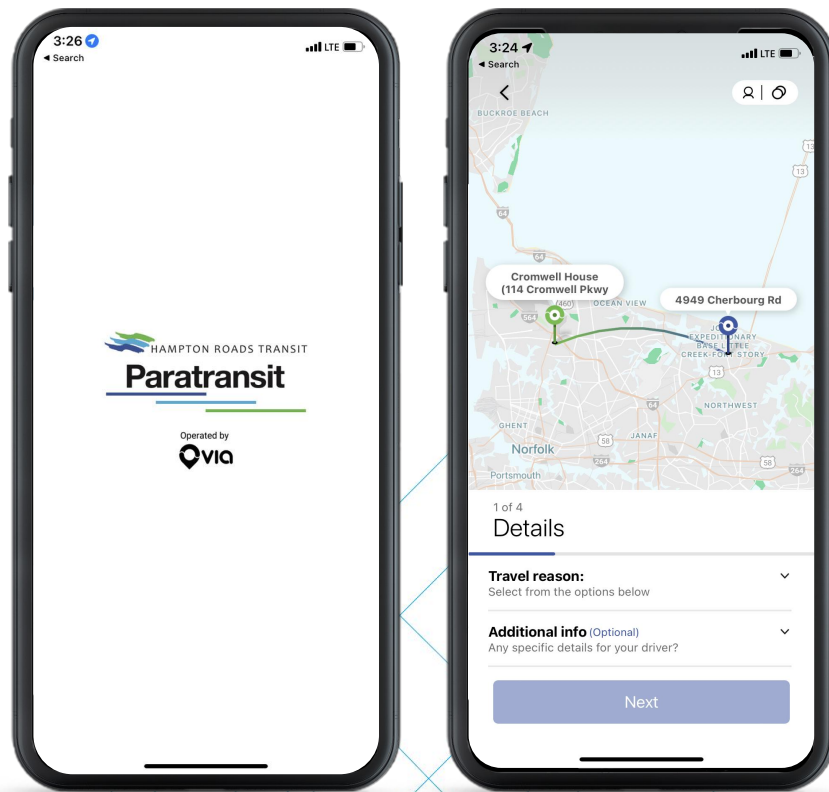
- **Ridership remains elevated**, with significant volatility week-over-week
- To address increased ridership, **driver hiring campaign** launched in mid-May:
 - 4 new drivers starting next week
 - 8 new drivers starting training this week

Average weekday demand



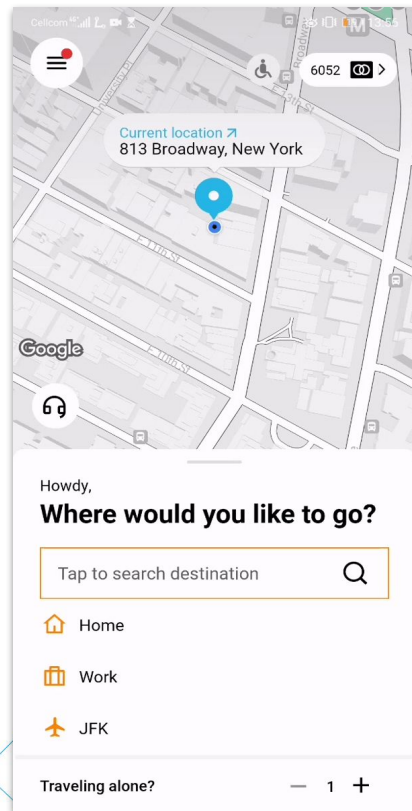
Improving the rider experience through better application function

- New version of the app rolled out to Google and iOS app stores this week. Fixes many bugs and latency issues.
- Riders apps will automatically update if rider has “auto update” app turned on their device.
- Some minor changes to app UI to improve booking experience.



User interface changes to the booking experience

- Book rides faster than ever before.
- Add additional riders directly from the main screen
- See all favorite locations like home and work immediately in the booking screen.
- Ability to securely login using only your phone number.



HRT Paratransit Rider Survey

- **Goal:** Understand the rider experience with Via, both what riders enjoy, and what can be improved
- Conducted by Via, in coordination with HRT
- Sent by **email and in paper copies** to a **random sampling of riders** - with options for passengers with visual impairment
- Follow-up conversations with a smaller group of riders selected at random
- Additional details to come soon!





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Paratransit Operations Performance Report 06/08/2022 April & May

	April	Prior Year	May	Prior Year
Pickup OTP (Goal 95%)	90.0%	92.4%	88.2%	91.6%
Drop-Off OTP (Goal 95%)	95.1%	95.7%	93.3%	94.7%
Trips Requested	32,823 (+19.7%)	27,417	34,540 (+22.9%)	28,110
Trips Performed	25,848 (+21.2%)	21,319	26,411 (+22.5%)	21,564
Trips Cancelled in Advance	5,359 (16.3%)	4,880 (17.8%)	6,227 (18.0%)	5,242 (18.6%)
Customer Trip Violations (NS/CD/LC)	1,462 (5.35%)	1,218 (5.40%)	1,691 (6.0%)	1,303 (5.7%)
Trips Cancelled For Cause	154 (0.59%)	96 (0.45%)	211 (0.79%)	110 (0.51%)
Average Customer Trip Travel Time	25.15 minutes	25.95 minutes	25.89 minutes	25.50 minutes
Peak # of Vehicles Scheduled	88 66 Fleet 2 Taxi 20 TNC	76 65 Fleet 3 Taxi 8 TNC	81 63 Fleet 2 Taxi 16 TNC	74 63 Fleet 3 Taxi 8 TNC
Number of Paratransit trips taken on Fixed Route	7,750 (-1.1%)	7,838	8,263 (+14.2%)	7,233



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Paratransit Certification Report 06/08/2022 April and May

2 Month Totals	April	Prior Year	May	Prior Year
Applications Processed - 307	160 (-7.0%)	172	147 (-1.3%)	149
New Certifications 162	77	68	85	69
Re-Certifications 133	75	37	58	73
Denials 12	8	7	4	7
Number of Eligible Clients	5,626 (+5.1%)	5,355	5,649 (+4.6%)	5,399
Number of Clients Using the Service	1,919 (+0.2%)	1,916	1,879 (-2.2%)	1,922
Number of eligible clients who did not recertify – 238	118	154	120	158
Sanction Notifications Sent	278 (+43.3%)	194	0	0
Eligibility Appeals				
	Filed – 5 Amended – 3 COVID Temporary (1 year) - 0 Overturned by Panel – Pending (6/14/22) Upheld by Panel – Pending (6/14/22)			
1st Quarter Client Suspensions Scheduled	Sanction Appeals (278 notices sent 04/19/2022, suspensions start 06/26/2022)			1st Quarter Remaining Sanctions (Estimated)
147 – 7 day 50 – 14 day 40 – 21 day 41 – 30 day	Filed - 77 Amended – 75 Overturned by Panel – Pending (6/14/22) Upheld by Panel – Pending (6/14/22)			203



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Paratransit Call Center Performance Report 06/08/2022 April and May

	April	Prior Year	May	Prior Year
Total Incoming Calls	16,135 (+26.1%)	12,799	17,158 (+26.9%)	13,526
Calls Handled	13,608 (+24.0%)	10,977	14,312 (+23.8%)	11,556
Calls Abandoned (after 15 seconds)	1,068 (6.6%)	618 (4.8%)	1,302 (7.6%)	666 (4.9%)
% of Incoming Calls Successful	85.9%	87.8%	85.1%	87.5%
Average Speed to Answer Reservations (Goal 90 seconds)	59.24 seconds Daily average ranges were 25 to 113 seconds	46.66 seconds Daily averages ranged from 24 to 108 seconds	64.91 seconds Daily average ranges were 24 to 224 seconds (5/17)	48.03 seconds Daily averages ranged from 24 to 114 seconds